

REMOTE SYSTEM USAGE MONITORING WITH FLEXIBLE
ENCODING AND DECODING OBJECTS

ABSTRACT OF THE DISCLOSURE

A system for monitoring a user's usage of a target application. Such a target
5 application can, as examples, be a software program running on a computer or a workstation,
an image forming device, an appliance, etc. The target application includes a user interface
with a plurality of commands which a user can select. In the example of the target
application being a software program, the commands may be icons displayed on a computer
screen which a user can point to with a mouse pointer and then click on. In the case of the
10 target application being an image forming device or an appliance, the interface may be an
operation panel with buttons, a touch pad, etc. which a user can press. The present invention
monitors the user's usage of such interfaces and logs data of the user's usage of such
interfaces. The logged data is stored after being encoded, and the encoded data is then
decoded. The logged data can then be communicated by the sending unit by Internet mail to a
15 designated location.